NSLP Review Process

Back to School Workshop 2014 Joe Oster and Lesli Murch



NSLP Review Process

• Prior to the Review

- During the Review
- After the Review



Prior to the Review

- Review scheduled and confirmation letter sent to Authorized Rep
- Reviewer will e-mail Off-Site Assessment to be completed by Authorized Rep/Office Staff Forms at:

http://www.fns.usda.gov/schoolmeals/administrative-review-manual

 Reviewer will call or e-mail LFSW to complete Diet Specifications to assess menu



4 - Never (O days/week)

school Name:	Off-site Review of Documentation/SFA Interview to Determine Risk		On-site Observation to Validate Risk	
	Lunch	Breakfast	Lunch	Breakfast
Do BID specifications for menu items and condiments require vendors to provide information on the following?				
a. Saturated fat	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
b. Sodium	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
c. Transfat	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
2. Only low-fat (1 percent milk fat or less, unflavored) or fat-free (unflavored or flavored) milk is used for student consumption and in menu recipes.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
3. Low-fat, fat-free milk products are used. This includes yogurt and cottage cheese.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
4. Cheese (all varieties including reduced fat) is controlled by placing items in portion cups, portion controlled packaging or the use of appropriate serving	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
size utensils to limit portion size allowed per meal. This includes cheese offered on salad bars. 5. Are non-creditable cheese products offered as part of a reimbursable meal? (Non-creditable cheese includes: cheese sauce without a CN label, cheese				
product, imitation cheese and powdered cheese). 6. Reduced-fat, low fat, fat-free mayonnaise, sour cream, and/or salad dressings are offered instead of full-fat varieties.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
7. Broths and/or soups with low or reduced sodium are used, rather than regular broths and soups.	SELECT VALUE	N/A	SELECT VALUE	N/A
8. Fresh, frozen, and/or low sodium or no sodium canned vegetables are offered, rather than reduced sodium or regular canned vegetables.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
9. How often are pickles, olives, packaged crackers and/or croutons offered on the service line and/or salad bar?	SELECT VALUE	N/A	SELECT VALUE	N/A
b. How often are meats such as hot dogs, luncheon meats (e.g. ham, turkey) and/or sausage offered on the service line and/or salad bar? (All varieties - including reduced and/or low sodium).	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
1. Canned fruits are packed in water, fruit juice, or light syrup. If only fresh fruit is offered, then select the "Always" (Value = 1) dropdown response.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
2. Grain-based desserts such as doughnuts, pastries, cakes, and cookies are limited to 2 oz. eq. per week or less. If grain-based desserts are not offered, then select the "Always" (Value = 1) droodown response.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
B. Whole grain-rich foods offered meet the USDA criteria for "whole grain-rich."	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
Other seasonings, such as herbs and spices, are substituted for salt.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
5. Oil is used in recipes, rather than shortening, margarine, or butter.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
6. Fat is drained from browned meats and poultry and/or fat is skimmed from broths, soups, stews, or gravies and/or skin is removed from poultry or skinless poultry is used. If browned meats and poultry are not offered, then select the "Always" (Value = 1) dropdown response.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
7. Is a deep fat fryer used on-site to prepare school meal items?	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
3. Is butter or margarine added to breads and/or vegetables prior to serving?	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
Standardized recipes are followed: all ingredients are weighed or measured with standardized weight or measuring utensils.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
D. Meal pattern for appropriate age/grade groups are used for menu planning, including the meal patterns and serving sizes. Observe weekly requirements	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
for meats and grains. How often are extra, non-reimbursable food items (e.g. potato chips, ice cream, pudding and/or gelatin) offered on the menu? Items sold a la carte are exempt.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
2. Portion sizes for condiments (e.g. hot sauce, ketchup, mustard, salad dressing) are controlled by placing items in portion cups, portion controlled	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
packaging or the use of appropriate serving size utensils to limit portion size allowed per meal. 3. Food items that may not contribute to reimbursable meal components, such as bacon, bacon bits, pepperoni, and chow mein noodles, are offered on	SELECT VALUE		SELECT VALUE	0.2000
salad bars and/or food bars. 4. Students are offered butter or margarine:	SELECT VALUE	N/A	SELECT VALUE	N/A
a. In the serving line.				
b. At a condiment station.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
The Control of the Co	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
Statement Appetracy Control of Co	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
5. Students are offered salt:				
a. In the serving line.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
b. At a condiment station.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
c. On meal tables.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
d. If they ask for it.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE
6. Larger portions and/or bonus items and/or seconds are offered (offering portion sizes that are inconsistent with the planned menu). Entrées sold a la carte are exempt.	SELECT VALUE	SELECT VALUE	SELECT VALUE	SELECT VALUE -
Indicate the Meals Evaluated: SELECT VALUE Risk I evel:		eals Evaluated eals Evaluated		als Evaluated

Diet Specifications

- Low-fat, fat-free milk products are used. This includes yogurt and cottage cheese
- Grain-based desserts such as doughnuts, pastries, cakes, and cookies are limited to 2 oz. eq. per week or less.
- Portion sizes for condiments (e.g. ketchup, mustard, salad dressing) are controlled by placing items in portion cups, portion controlled packaging or the use of appropriate serving size utensils to limit portion size allowed per meal.



Diet Specifications Results

Low risk: analysis of minimum quantities
 for breads/grains, meat/meat alternate,
 fruit, vegetable and milk

 High risk: full nutrient analysis for calories, fat, saturated fat and sodium.



Prior to Review- Menus

- We need menus from the review monthbased on last claim submitted
- Send production records from one week of the review month
- Include breakfast and lunch menus and salad bar items- in detail
- Menu and production records need to have quantities of food served and each of the five vegetable subgroups listed



On Site Review

- Review production records, observe in kitchen
 - Any missing components in production records is immediate fiscal action
 - Veggie subgroup violation can be technical assistance, unless repeat or flagrant violation



On Site Review

 Review free and reduced applications, meal counting/claiming system, financial paperwork

Observe both breakfast and lunch meal service

• \$600 disregard for errors



Breakfast and Lunch Meal Service Observations

- Observe meal being served
 - All components available?
 - All Vegetable subgroups being offered weekly?
 - Correct portion sizes?
 - OVS: did students select at least 3 items?
 - Are students taking a ½ cup of fruit OR veggie at <u>breakfast and lunch</u> for the meal to be reimbursable?





	D1616	-1 D - #			
Breakfast Meal Pattern					
	Grades	Grades	Grades		
	K-51	6-8ª	9-12°		
Meal Pattern	Amount of Food ^b Per Week (Minimum Per Day)				
Fruits (cups) ^{c,d}	5 (1) *	5(1)*	5 (1) °		
Vegetables (cups) ^{c,d}	0	0	0		
Dark green ^r	0	0	0		
Red/Orange ^r	0	0	0		
Beans/Peas	0	0	0		
(Legumes) ^f	U	U			
Starchy ^f	0	0	0		
Other ^{tg}	0	0	0		
Additional Veg to	0	0	0		
Reach Total ^h	U	U	U		
Grains (oz eq) 1	7-10 (1) ¹	8-10 (1) ¹	9-10 (1) ¹		
Meats/Meat	0 k	0 k	0 ^k		
Alternates (oz eq)	v	v			
Fluid milk (cups)	5 (1)	5 (1)	5(1)		
Other Specifications: Daily Amount Based on the Average for a 5-Day Week					
Min-max calories	350-500	400-550	450-600		
(kcal) ^{m,n,o}	350-500	400-550	450-000		
Saturated fat	< 10	< 10	<10		
(% of total calories) ^{n,o}	< 10	< 10			
Sodium (mg) ^{n, p}	≤ 430	≤ 470	<u>≤</u> 500		
Trans fat ^{n,o}	Nutrition label or manufacturer specifications must indicate				
	zero grams of <u>trans</u> fat per serving.				

"In the SBP, the above age-grade groups are required beginning July 1, 2013 (SY 2013-14). In SY 2012-2013 only, schools may continue to use the meal pattern for grades K-12 (see § 220.23).

^bFood items included in each food group and subgroup and amount equivalents. Minimum creditable serving is ½ cup.

*One quarter-cup of dried fruit counts as % cup of fruit: 1 cup of leafy greens counts as % cup of vegetables. No more than half of the fruit or vegetable offerings may be in the form of juice. All juice must be 100% full-strength.

For breakfast, vegetables may be substituted for fruits, but the first two cups per week of any such substitution must be from the dark green, red/orange, beans and peas (legumes) or "Other vegetables" subgroups as defined in \$210.10(c)(2)(iii). *The fruit quantity requirement for the SBP (5 cups/week and a minimum of 1 cup/day) is effective July 1, 2014 (SY 2014-

Larger amounts of these vegetables may be served.

8 This category consists of "Other vegetables" as defined in §210.10(c)(2)(iii)(E). For the purposes of the NSLP, "Other vegetables" requirement may be met with any additional amounts from the dark green, red/orange, and beans/peas (legumes) vegetable subgroups as defined in §210.10(c)(2)(iii).

Any vegetable subgroup may be offered to meet the total weekly vegetable requirement.

At least half of the grains offered must be whole grain-rich in the NSLP beginning July 1, 2012 (SY 2012-2013), and in the SBP beginning July 1, 2013 (SY 2013-2014). All grains must be whole grain-rich in both the NSLP and the SBP beginning July 1, 2014 (SY 2014-15).

In the SBP, the grain ranges must be offered beginning July 1, 2013 (SY 2013-2014).

There is no separate meat/meat alternate component in the SBP. Beginning July 1, 2013 (SY 2013-2014), schools may substitute 1 oz. eq. of meat/meat alternate for 1 oz. eq. of grains after the minimum daily grains requirement is met.

Fluid milk must be low-fat (1 percent milk fat or less, unflavored) or fat-free (unflavored or flavored).

"The average daily amount of calories for a 5-day school week must be within the range (at least the minimum and no more than the maximum values).

"Discretionary sources of calories (solid fats and added sugars) may be added to the meal pattern if within the specifications for calories, saturated fat, trans fat, and sodium. Foods of minimal mutritional value and fluid milk with fat content greater than 1 percent milk fat are not allowed.

"In the SBP, calories and trans fat specifications take effect beginning July 1, 2013 (SY 2013-2014).

Final sodium specifications are to be reached by SY 2022-2023 or July 1, 2022. Intermediate sodium specifications are established for SY 2014-2015 (540, 600 and 640) and 2017-2018 (485, 535 and 570).





New This Year: 1 cup fruit at Breakfast

- Schools must offer 1 cup of fruit
- The student must take ½ cup of fruit OR juice.
- Up to half of the offerings can be 100% juice
- Sub veggies for fruit: can offer potatoes if 2 cups legumes/red/orange/dark green are offered that week AT BREAKFAST
- Can offer potatoes as an extra if you do not count it as a required component. This means everyone must take fruit.



Lunch Meal Pattern					
	Grades	Grades	Grades		
	K-5	6-8	9-12		
Meal Pattern	Amount of Food Per Week (Minimum Per Day)				
Fruits (cups) ^b	2½ (½)	2½ (½)	5 (1)		
Vegetables (cups)b, c	3% (%)	3% (%)	5 (1)		
Dark green	1/2	1/2	1/2		
Red/Orange	34	3/4	1%		
Beans/Peas	1/2	1/2	1/2		
(Legumes)	72	72	72		
Starchy	1/2	1/2	1/2		
Other d	1/2	1/2	3/4		
Additional Veg to	1		156		
Reach Total ^e	1		172		
Grains (oz eq) [†]	8-9 (1)	8-10 (1)	10-12 (2)		
Meats/Meat	8-10 (1)	9-10 (1)	10-12 (2)		
Alternates (oz eq)	8-10(1)	9-10(1)	10-12 (2)		
Fluid milk (cups) ^g	5 (1)	5 (1)	5 (1)		
Other Specifications: Daily Amount Based on the Average for a 5-Day Week					
Min-max calories (kcal) ^{h, i}	550-650	600-700	750-850		
Saturated fat	< 10	< 10	< 10		
(% of total calories)		~10			
Sodium (mg) ^{L j}	<u>≤</u> 640 **	<u>≤</u> 710**	<u>≤</u> 740**		
Trans fat	Nutrition label or manufacturer specifications must indicate				
	zero grams of <u>trans</u> fat per serving.				

* Food items included in each food group and subgroup and amount equivalents. Minimum creditable serving is % cup. *One quarter-cup of dried fruit counts as % cup of fruit, 1 cup of leafy greens counts as % cup of vegetables. No more than half of the fruit or vegetable offerings may be in the form of juice. All juice must be 100% full-strength. *Larger amounts of these vegetables may be served.

This category consists of "Other vegetables" as defined in §210.10(c)(2)(iii)(E). For the purposes of the NSLP, "Other vegetables" requirement may be met with any additional amounts from the dark green, red/orange, and beans/peas (legumes) vegetable subgroups as defined in §210.10(c)(2)(iii).

"Any vegetable subgroup may be offered to meet the total weekly vegetable requirement.

At least half of the grains offered must be whole grain-rich in the NSLP beginning July 1, 2012 (SY 2012-2013), and in the SBP beginning July 1, 2013 (SY 2013-2014). All grains must be whole grain-rich in both the NSLP and the SBP beginning July 1, 2014 (SY 2014-15).

Fluid milk must be low-fat (1 percent milk fat or less, unflavored) or fat-free (unflavored or flavored).

^bThe average daily amount of calories for a 5-day school week must be within the range (at least the minimum and no more than the maximum values).

Discretionary sources of calories (solid fats and added sugars) may be added to the meal pattern if within the specifications for calories, saturated fat, <u>trans</u> fat, and sodium. Foods of minimal nutritional value and fluid milk with fat content greater than 1 percent milk fat are not allowed.

"Final sodium specifications are to be reached by SY 2022-2023 or July 1, 2022. Intermediate sodium specifications are established for SY 2014-2015 (1230, 1360 and 1420) and 2017-2018 (935, 1035 and 1080).

Beverage Requirements

- At least 2 types of fluid milk available in required varieties? Skim, 1%, and fat-free chocolate or other flavor.
- Milk substitutions:
 - Allowable with a parent note
 - Are they creditable? 8 grams protein
- Is water readily available at breakfast and lunch?



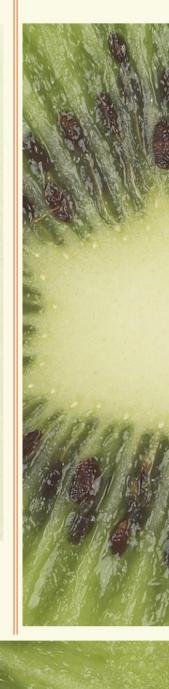
Breakfast and Lunch Meal Observation

- New this year! All grains must be whole grain rich (WGR) for breakfast and lunch!
 - Pasta Waiver exception
 - Email Deb Egeland degeland d
 - State that you have tried the whole grain pasta and the reason why you need the waiver such as: students do not like wgr pasta or I can't find wgr pasta to purchase.



WGR: Whole Grain Rich

- All grains for breakfast and lunch must be whole grain rich (WGR)
- Pasta Waiver Exception
- Extras: breading not counted can be non-wgr
- Ingredient Labels:
 - first ingredient whole grain (exception for water)
 - Whole grain stamp
 - Contains 8 grams whole grain per serving







Creditable VS. Non-creditable Bread

Non-creditable

- Product Description
- Bakery bread. Made with 35% whole grain white.
- Product Ingredients
- Enriched Bleach Flour [Wheat Flour, Malted Barley Flour, Niacin, Iron, Thiamin Mononitrate (Vitamin B1), Riboflavin (Vitamin B2), Folic Acid], Water, Whole Grain [Whole Wheat Flour, Brown Rice Flour (Rice Flour, Rice Bran Including Germ)], Sugar, Wheat Gluten, Yeast, Cellulose, Contains 2% or Less of Each of Following: Calcium Sulfate, Soybean Oil, Salt, Dough Conditioners (May Contain One or More of the Following: Mono- and Diglycerides, Ethoxylated Mono- and Diglycerides, Sodium Stearoyl Lactylate, Calcium Peroxide, DATEM, Ascorbic Acid, Azodicarbonamide, Enzymes), Guar Gum, Calcium Propionate (Preservative), Distilled Vinegar, Butter (Cream, Salt), Yeast Nutrients (Monocalcium Phosphate, Calcium Sulfate, Ammonium Sulfate and/or Calcium Carbonate). Corn Starch, Natural Flavor, Vitamin D3, Soy Lecithin, Soy Flour.

Creditable

- Product Description
- Bakery bread Made with 100% whole grain
- Ingredients:
- Whole Wheat Flour, Water, Wheat Gluten, High Fructose Corn Syrup, Yeast, Honey, Contains 2% or Less of Each of the Following: Calcium Sulfate, Sugar, Butter (Cream, Salt), Vegetable Oil (Soybean and/or Cottonseed Oils), Salt, Dough Conditioners (May Contain One or More of the Following: Mono - and Diglycerides, Ethoxylated Mono - and Diglycerides, Sodium Stearoyl Lactylate, Calcium Peroxide, Datem, Ascorbic Acid, Azodicarbonamide, Enzymes), Calcium Propionate (Preservative), Distilled Vinegar, Guar Gum, Yeast Nutrients (Monocalcium Phosphate, Calcium Sulfate, Ammonium Sulfate), Corn Starch, Soy Lecithin, Soy Flour.



Sodium Restrictions- Breakfast

- Grades K-5 <or = 540 mg
- Grades 6-8 < or = 600 mg
- Grades 9-12 < or = 640 mg



Sodium Restrictions- Lunch

- Grades K-5 < or = 1,230 mg
- Grades 6-8 < or = 1,360 mg
- Grades 9-12 < or = 1,420 mg





Production Records

- Month of review- determined by last claim submitted
 - Breakfast, Lunch, Salad Bar, After School
 Snack and Fresh Fruit and Vegetable Program
- Week of review
 - All Components offered
 - Vegetable subgroups
 - Portion sizes for each grade group
 - Whole Grains
 - Sodium
 - CN labels available



HACCP Binder

• We provided white HACCP binders to every school in 2006.

- If it is missing, call DPI Child Nutrition
- Make sure it is filled out-signed and dated yearly



Sanitation Training Requirement

- Lead Food Service Worker at each food preparation/service site.
- On-line courses are available on NFSMI and our child nutrition website
- Sanitation Update follow-up training every 5 years.
- Initial training within 6 months
- Approved courses
- http://www.nfsmi.org/

Miscellaneous

- Meal counts must be taken at the "Point of Service"
- Reimbursable Tray Poster posted at the beginning of meal service line
- "And Justice for All" poster-visible to recipients
- Buy American



Build a Healthy Lunch!

Meat or Meat Alternates

Fluid Milk

Grains

Fruits

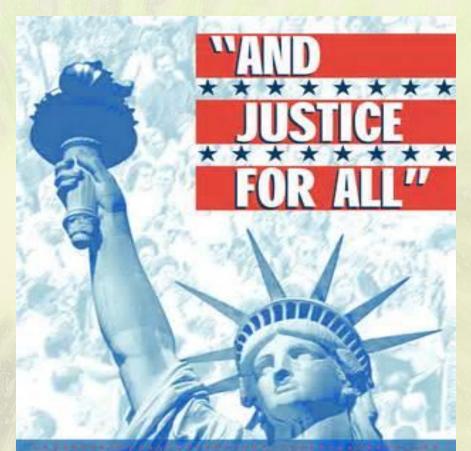
Vegetables



Choose at least 3 colors, make sure to take a fruit or vegetable to make a school lunch!

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights; Room, 326-W, Whitten Building, 1400 Independence Assume, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer



The EX Experiment of Agriculture (COM) permitte discrements in the progression and authors on the boson of clerk code, assumed comparing an action of clerk permit and action of the code of a code of the code of

To the a complete of frequencies, who D.2.6. However, Office of Ord Egins, Nation 10.5 S. Wilson, Schiller, 16th and Indoped shows from SM. Machington, D. (1920) 1610 or and 1722) 1731 1964 (source and IEE), USES is no significant processing processes and completes.

21 Departments de lagrammen de los IX. Els (IVIA lagrammende) profete de discretamen de en hadre ser programmen y actes de discretamen de la hadre ser programment y actes de discretament de la hadre de profete la respectación de la hadre de la ha

Para prevente mas que productivo descrimantes, reculta a 1930a. Encodo (Delos el Cad Righe, Escan 200 M. Florena Basinia; 1 6th and hadquestamente formes. Nel Washington, DC 1922/09 4410 to Encod of 1930 770 3804 (no. or processior a respirator para al rest operatual dipod a hadro.

1500

Control of the last of the las



DPI Review- Admin





Civil Rights Reminder

Administrative Update Newsletter- November 2013

• Annual civil rights staff training is a requirement. Usually the best way to do this is to review your district's civil rights policy at an all-staff meeting at the beginning of the school. Be sure to document who was in attendance and the date of the training.

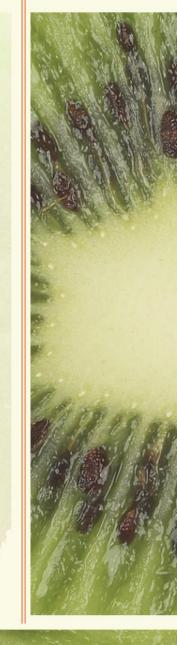


Application On Behalf of a Child

 May be completed for students known to be eligible for meal benefits.

 Determination is made based on household size and any income information available.

• Intended for limited use in <u>individual</u> situations and must not be used for categories or groups of students.



On-Site Review

- Required for districts with more than one site.
- Authorized rep or agent conducts before February 1.
- Validates meal counting process.





ON-SITE REVIEW OF NATIONAL SCHOOL LUNCH AND BREAKFAST PROGRAMS

NORTH DAKOTA DEPARTMENT OF PUBLIC INSTRUCTION

CHILD NUTRITION AND FOOD DISTRIBUTION (Rev. 2/11) G/Tools/SNP/On-Site Review of NSLP and SBP

Sponsors with more than one site must complete an on-site review at <u>each</u> site prior to February 1 of the program year.

Each on-site review must ensure the school's claim is based on the counting system, as implemented, and yields the actual number of reimbursable free, reduced price, and paid lunches, respectively, served for each day of operation.

If the review discloses problems with a school's meal counting or claiming procedures, the SFA must ensure that the school implements corrective action, and within 45 days of the review conduct a follow-up on-site review to determine that the corrective action resolved the problems.

Spons	or			LA#
Site				Date of Review
YES	NO			
		1.	_	bursable meals in compliance with the approved counts must be taken at the location where complete
		2.	Is the <i>point of service</i> meal count use reimbursement?	d to determine the school's claim for
		3.	Is the person responsible for monitors for the menu planning option selected	ing meals correctly identifying reimbursable meals I by the SFA?
		4.	Is the school correctly implementing	policies for handling the following (as applicable):
			Yes No N/A	
			☐ ☐ Visiting student meals	meals (and identifying program vs. non-program)?
		5.		reimbursable meals (i.e. not meeting meal pattern tc.), distinguishing them from reimbursable meals?
		6.	Is someone trained as a backup for th	e monitor and the meal counter?





Record Retention

- Current fiscal year, plus three previous
- Include all materials that support the food service:
 - Claims for reimbursement
 - Meal count records/backup
 - Applications
 - Receipts/Invoices
 - Labor Documentation
 - Menus and Production Records
 - Provision II: Base year information (FOREVER)



After the Review

- Exit Interview held with Authorized
 Representative and anyone else interested
 - Discuss Strengths, Areas to Improve,
 Areas needing Corrective Action
- After letter sent to Authorized Representative a few weeks after scheduled review
 - Highlighting Strengths, Areas to Improve,
 and Corrective Action plan if necessary



Questions

- 1-888-338-3663 Joe, Kaye, Deb, Shayna
- jjoster@nd.gov
- ksknudson@nd.gov
- degeland@nd.gov
- sgriffiths@nd.gov
- lmurch@nd.gov Eastern ND
- 1-888-788-8901 Lesli

